



WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT

Division of Economic Support
Bureau of Welfare Support Programs

**TO: Economic Support Supervisors
Economic Support Lead Workers
Training Staff
FSET Administrative & Provider Agencies
Child Care Coordinators
W-2 Agencies**

FROM: Stephen M. Dow
Policy Analysis & Program Implementation Unit
Work Programs Section

BWSP OPERATIONS MEMO

No.: 00-16

File: 1291

Date: 03/21/00

Non W-2 ☒ **W-2** ☒ **CC** ☒

PRIORITY: High

SUBJECT: CARES AUTOMATED TRACKING SYSTEM (CATS) UPDATE

CROSS REFERENCE: BWSP Operations Memo 99-83
DES Administrator's Memo 98-21

PURPOSE

This memo provides additional information to users of the CARES Automated Tracking System (CATS) about:

1. Using CATS instead of printed reports previously provided by DES.
2. Signing on to CATS through your internet browser.

For more information on these and other search capabilities in CATS, please review the "CATS Access and Inquiry Guide" that is available to designated CARES and Policy Coordinators.

USING CATS TO REPLACE THE CARES/POLICY COORDINATOR REPORTS

Until late 1999, paper reports had been going out on a periodic basis to local CARES and policy coordinators. These reports ("CARES Enhancement Schedule" and the "CARES Tracking List") were tools that could be utilized to track the status of CARES issues and problems that had been called in to the Call Center.

DES with Deloitte Consulting moved CATS from a client server (desktop type) program available to only a few staff, to a web based application that is available to many more individuals, including local CARES and policy coordinators. Shortly after, DES ceased producing those reports, since it was expected that designated local staff would be able to do CATS inquiry directly.

Local agency CARES and policy coordinators should now be able to access CATS to search for expanded versions of the same information they were receiving on the paper reports.

The information obtained using CATS searches will be even more useful than the reports, as the searches can be customized to include calls or issues from only one agency, rather than displaying information for all agencies and calls. You will also be able to see all the details of a call or PCR when you look at the master screen, whereas before all that was available was one line of basic information for each item.

"CARES Tracking List"

This report listed all calls created statewide during a specific time frame; it provided the call number, call description, call status, contact (caller) name, office, and call type.

Use the following process to find the same information in CATS using a call search.

After signing on to CATS, you can enter information in fields on the CALL search screen to produce a list or to find a specific item you may be looking for during any time period. The "CARES Tracking List" only showed a list of information that was entered during a specific time period. To produce a list of all calls on a certain date, or between certain dates, enter the dates in the "created from/to" field. You will get a list of all calls recorded during that time period that looks much like the "CARES Tracking List" report. However, when you produce the list via a search, you will have the ability to click on hyperlinks for specific calls and see the corresponding details. This will allow you to see more information than was available on the report.

The most effective way to find specific call information you are looking for in CATS is to log and track the call number. If you do not have the call number, you can search for calls by date or caller name, or by description of the problem.

There is another way to search for a specific call or list of calls. Enter information into one or more of the fields to narrow your search and then press enter, or click on *Search*. A list of calls that meet your search criteria will display – you can choose the one you want to view and click on the hyperlink to see the Call Master. Searching in this manner allows you to find the specific information you are looking for, rather than having to review an entire list of all calls.

When reviewing the Call Master, remember:

1. If a PCR was created for a particular call, you can click on the PCR number (hyperlink) at the bottom of the Call Center Master to review the PCR Master.
2. Once a call is turned into a PCR, the ongoing documentation occurs in the PCR, not the call. If you see that a PCR has been created, click on the hyperlink and review the PCR to see the most current information and documentation.

"CARES Enhancement Schedule"

This was a report that cross-referenced the call number/description with corresponding PCR numbers, and included the call status, the functional topic bundle (FTB) number and status, and the scheduled migration date. Most local staff used it to find the PCR number and bundle that corresponded to their call, and to track the move date of outstanding problems fixes.

Use the following instructions to find the same information in CATS using a call search:

Moves to CARES production are generally made once a month. Calls are turned into PCRs as appropriate, PCRs are put into bundles, and the bundles are then prioritized and scheduled for a monthly move.

Moves to production are scheduled monthly (“emergency” moves are made when urgent changes are required and may be done at any time) and occur over the weekend following adverse action. A table of adverse action dates can be found in CARES reference table TBIC – the production move date will be the Friday following adverse action.

To find a list of all bundles that are moving to production during a certain time period, prior to the monthly move date, you can use the bundle search screen “scheduled migration” field with the date of the monthly move or a range of dates. If it is after the move date and you want to see what actually moved, use the “actual migration” date with the monthly move date.

To find the date that a specific item is scheduled to move to production, enter the bundle number on the bundle search screen. You can see the scheduled migration date on the Bundle master screen.

Note: In order to obtain the bundle number that your call is in, you can first enter or search for your call. On the bottom of the Call Master screen will be a hyperlink to the PCR that has been created. On the bottom of the PCR Master screen there will be a hyper link to the bundle. You can click on that hyperlink to be taken directly to the Bundle Master screen to view the migration date.

HOW DO I ACCESS CATS ON THE INTERNET?

1. Open your Internet browser on your computer’s desktop. The Internet browser is usually either Netscape Navigator or Microsoft Internet Explorer.
2. Enter the Internet address for the Department of Workforce Development (DWD) Workweb (<http://workweb.dwd.state.wi.us>) in the browser’s address window.

Note: Staff on the DWD LAN can access the Workweb at <http://dwdworkweb>.

HINT: ADD THIS PAGE TO YOUR FAVORITES

To add a page to your Favorites:

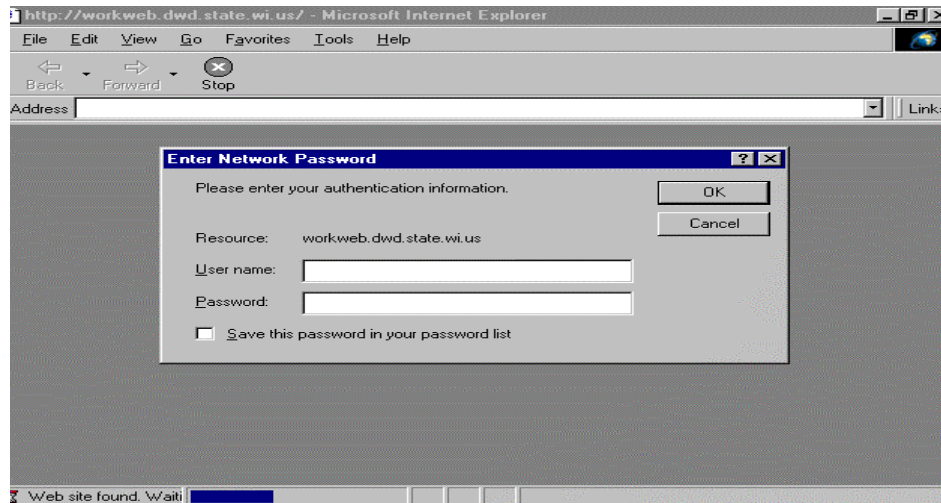
1. Go to the page you want to add to your collection of favorite pages.
2. On the **Favorites** menu, click **Add to Favorites**.
3. Type a new name for the page if you wish.

To open one of your favorite pages:

1. Click the **Favorites** button on the toolbar
2. Then click the page you want to open.

To keep track of your favorite pages, you can organize them into folders. Click the **Create In** button in the **Add to Favorites** dialog box.

3. You will be required to enter your user ID and password in order to gain access to the DWD Workweb. The first time you use the Workweb, you will need to change your default password. See Appendix 1 of the CATS Guide for information about changing your Workweb password.



This sign-on dialog box may appear more than once in the sign on process. If it does, simply re-enter your ID and password whenever it appears.

The workweb ID for local staff consists of the prefix *dwdpub/* followed by 6 characters (probably your CARES ID). Note that these entries are case sensitive and will not be recognized unless they are in lower case. For most state staff, the workweb ID is their LAN ID (7 characters consisting of the first 5 letters of your last name and the first 2 letters of your first name).

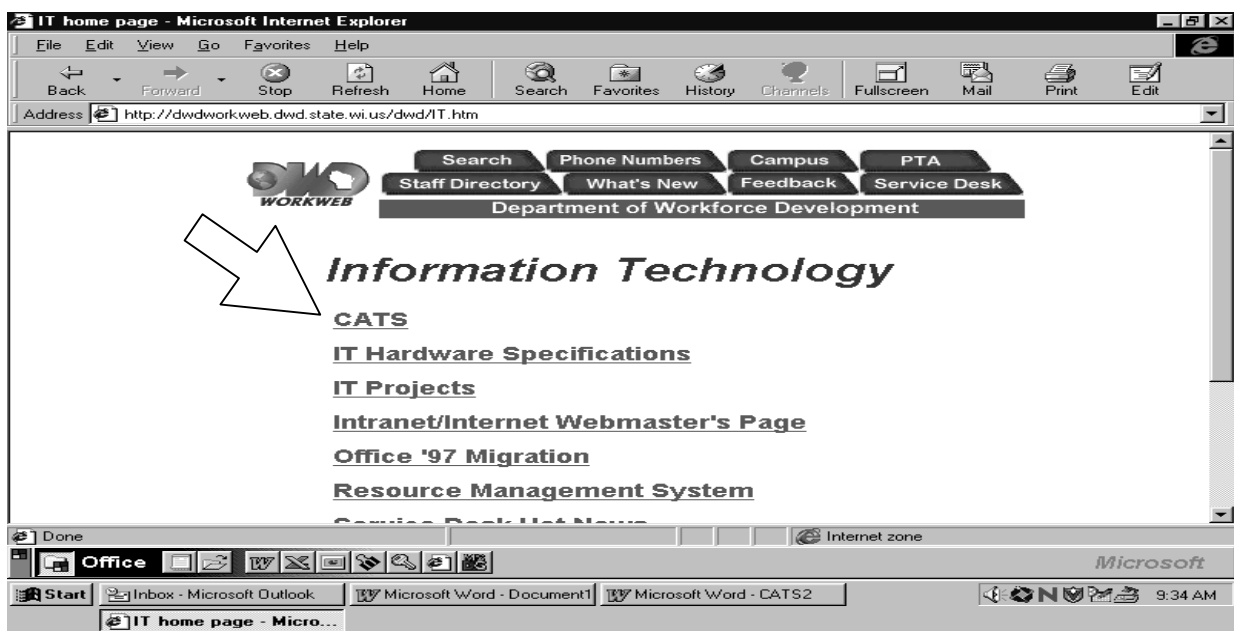
If you have requested CATS access and were approved, you should have received your Workweb ID and password. If you have not yet received this information and believe you should have Workweb and CATS access, please have your agency Security Officer contact the DES Security help desk. You can reach DES Security by calling (608) 261-6827. See Operations Memo 99-83 for more information about the intended users of CATS (CATS is not intended to be accessible to all staff) and how to request access.

After you have received your Workweb ID, further security questions about Workweb access should be directed to the DWD Network Service Desk (608) 266-7252.

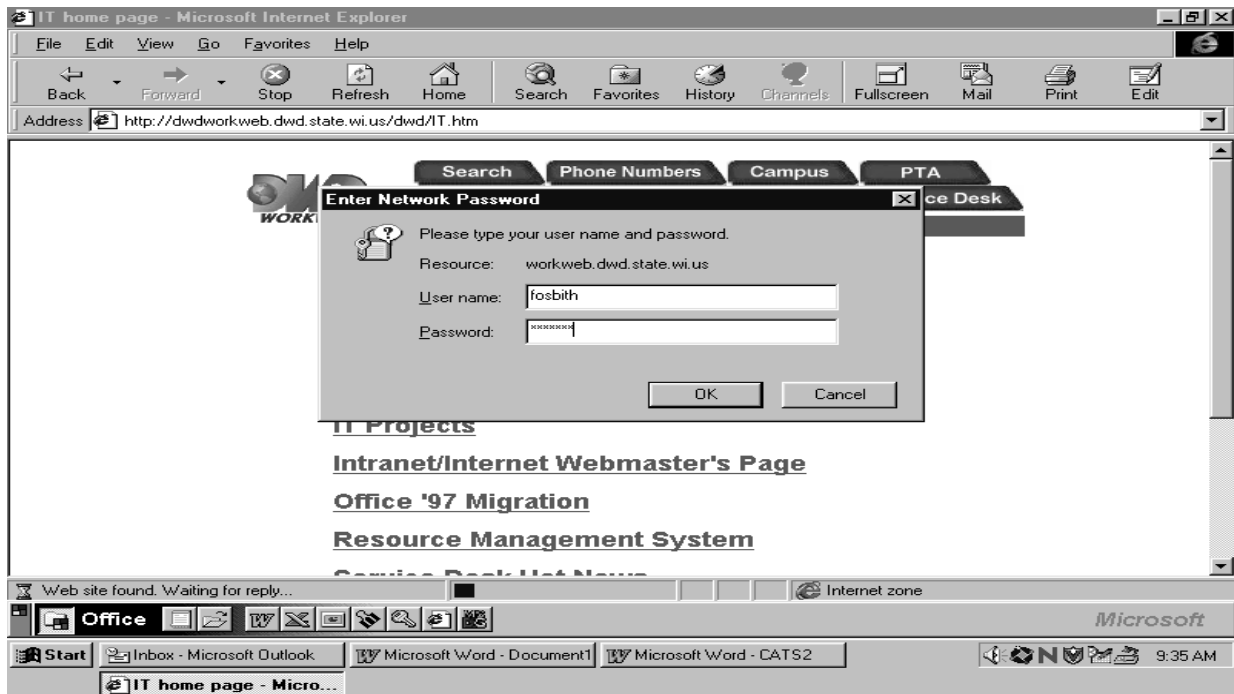
If you need additional copies of the “Inquiry Access Guide & Access to CATS” (a.k.a., the “CATS Guide”), please contact Vicki Tiedeman in the DWD Mail Room. Vicki’s email address is tiedevi@dwd.state.wi.us and phone number is [608-266-0228](tel:608-266-0228).



You will be taken to the DWD Workweb Home Page. Click on the "IT" folder.



On the "IT" page, click on the "CATS" hyperlink.

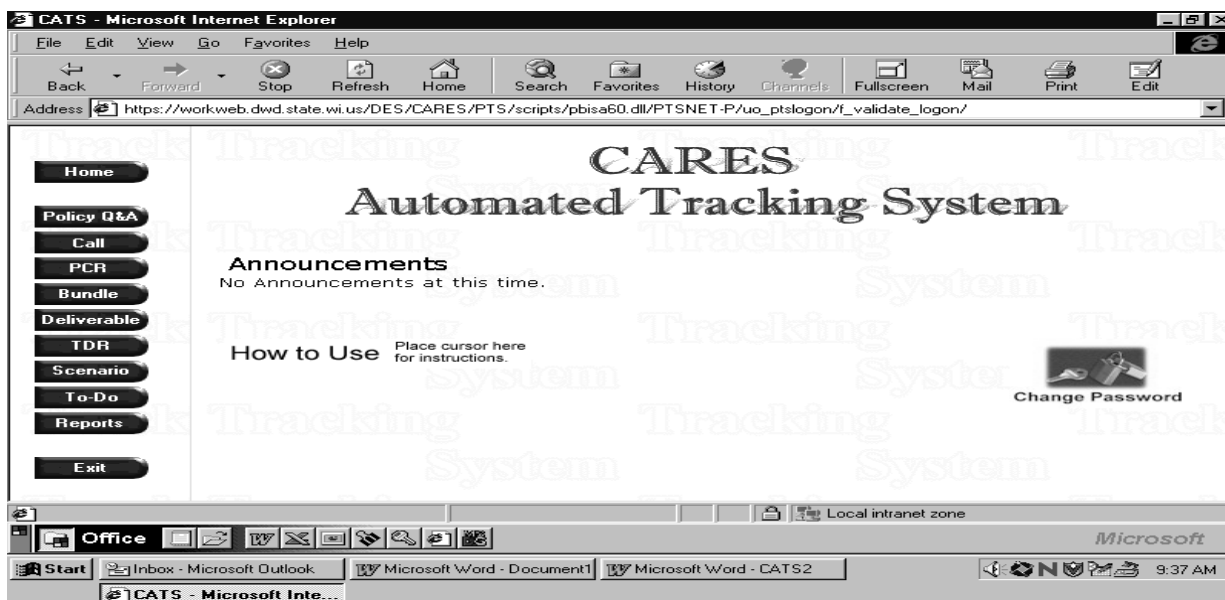


You may be prompted to enter your WorkWeb ID and password again to reach the secure CATS site.



You will be taken to the CATS sign on screen. Enter your CATS ID and password.

Note: this password **may not** be the same as your WorkWeb password.



You will be on the CATS main menu.

For more information about how to use CATS, see the DES packet entitled "CATS Inquiry and Access Guide".

ANOTHER WAY TO ACCESS CATS



1. Access the DWD Workweb as instructed above. Click on the DES icon.

2. You will be taken to the DES Home Page. Click on the CATS hyperlink.



3. You may be prompted to enter your Workweb ID and password again to reach the secure CATS site.

4. You will be taken to the CATS sign on screen to enter your CATS ID and password.

Note: Your CATS ID **may not** be the same as your Workweb password.